

Local Exchange Service Quality Requirements

Subject to certain exclusions and limitations, any telephone company providing local exchange service in Illinois is required to:

- Install basic local exchange service within 5 business days after receipt of a complete order from a customer or 3 business days after the provisioning of the line by the carrier whose network or network elements are being utilized by your local exchange company or by a customer-requested later date. If a customer requests an installation date that is beyond 5 business days, service must be installed by the customer requested date.
- Restore basic local exchange service within 24 hours of receiving proper notice that a customer's telephone service is out-of-service.
- Keep all repair and installation appointments for basic local exchange service when the company informs the customer that a premise visit requires the customer to be present for the appointment, unless the telephone company provides 24 hours notice of its inability to keep the appointment.

If the telephone company fails to achieve these requirements, you may be eligible for a credit or other relief. The telephone company will automatically calculate any appropriate credit and apply it to your next bill.

Please refer to future telephone company directories for more information on customer credits. However, in the meantime, if you have any questions about these service quality requirements, you should call your local telephone company's business office or visit its web site.